Department of Commerce • National Oceanic & Atmospheric Administration • National Marine Fisheries Service

NATIONAL MARINE FISHERIES SERVICE INSTRUCTION 32-109-01 ***December 20, 2005***
Information Management ***Video Conferencing Policy***
Video Conferencing Procedures

NOTICE: This publication is available at:
http://www.nmfs.noaa.gov/directives/.

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SUMMARY OF REVISIONS:

Signed _/s/_____12/19/05_____
Larry Tyminski   Date
NMFS Chief Information Officer

Video Conferencing Procedures

Coordination

Lack of proper coordination with the intended participants is the major cause of the delay of numerous video conferencing calls. Since the technical staff in the Headquarters or in the field are not fully aware of the participants, we are asking that the conference chair be the person responsible for notifying his/her local technical representative of the local video equipment, and all the intended participants of the meeting. Similarly, the meeting requester will also be responsible for making sure that all rooms are reserved in each participating location and notifying all parties of any cancellations or rescheduling. Over 50% of the video conference calls are canceled or rescheduled.

Configuration Management

Configuration Management of the video conferencing enterprise network will be administered by the WAN Configuration Board. Any proposed configuration change or addition to the enterprise network will be submitted and follow the WAN Change Control Process.

Scheduling

All video conferences are scheduled by contacting Laura Gutierrez at the NMFS HQ Helpdesk 301-713-2376 or e-mail to NMFS-HQ.Helpdesk@noaa.gov.

There are two conference rooms available at Headquarters. The large conference room 14836 (seats about 20) can be reserved through the Front Office Secretary at 301-713-2239. The small conference room 14514 (seats 6 comfortably) can be reserved through Laura Gutierrez at the Help Desk 301-713-2376.
For locations of other NMFS facilities that have video equipment please refer to our Contacts Page

When requesting a video conference, you must download and fill out the Video Conference Equipment Reservation form. Email the completed form to Laura Gutierrez at the NMFS-HQ.Helpdesk@noaa.gov
(Hard copies of the forms are also available at the NMFS HQ Help Desk)

Conferences will be posted on the Schedule Page.

* Please remember when scheduling rooms to add an additional 30 minutes to the start and end of your conference to allow for setup and completion of your conference.

If there will be more than one person/site calling in by voice there will need to be a voice conference call added to your conference. Contact Laura Gutierrez or the NMFS-HQ Help Desk if you need assistance.

Connection and Sound Check:

For all conferences other than the F-call, the connection will be established 15 - 30 minutes prior to the scheduled video conference.

The HQ video technician will then conduct a test of the audio and video quality with the technicians at each of the participating sites.

HQ F-Call Support

HQ will initiate the F-Call 1 hour prior to the scheduled time (12:00 p.m. Eastern).
There is a mandatory audio check-in with all sites participating in the F-Call.

If there are technical problems with another site(s) the technician will work with the affected site(s) and bridge operator to resolve the problem and update the CIO and/or video chair periodically.

If there is a technical problem in the room the technician will work to resolve that problem as it occurs.

The HQ video technician will continue to monitor the call from the conference room.

Call in Progress

Once the call has been established, the Support personnel will brief the conference chair and provide the chair with a phone number so that the support personnel can be reached whenever a technical problem arises during the video call. The video technician will stay in the room to make sure everything is functioning properly. Then the video technician will leave the room but can be reached whenever a technical problem arises during the video call.

HQ Support

Computer video interface capability is available. This allows for the interface of any PC to the system, for the purpose of delivering computer-based presentations over the video conferencing system.

Document Imaging Projector allows hard copy documentation to be displayed over the video conferencing system. This is only available in room 14514.

Conference chairs will be briefed on the use the video equipment.